

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
13 October 2005 (13.10.2005)

PCT

(10) International Publication Number
WO 2005/094344 A2

(51) International Patent Classification: Not classified

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(21) International Application Number:
PCT/US2005/010547

(81) Designated States (*unless otherwise indicated, for every kind of national protection available*): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG, PH, PL, PT, RO, SC, SD, SE, SG, SK, SL, SM, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

(22) International Filing Date: 29 March 2005 (29.03.2005)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
60/556,902 29 March 2004 (29.03.2004) US

(84) Designated States (*unless otherwise indicated, for every kind of regional protection available*): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

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Published:

— without international search report and to be republished upon receipt of that report

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

(54) Title: METHOD AND APPARATUS FOR DETECTING PERFORMANCE, AVAILABILITY AND CONTENT DEVIATIONS IN ENTERPRISE SOFTWARE APPLICATIONS

(57) Abstract: An automated method and apparatus for monitoring the performance, availability, and content deviations in cross application transactions of enterprise software applications is discussed. Specifically, the invention automatically discovers transactions of monitored applications, maps services and their interdependencies, determines baselines for services and transaction behaviors, and identifies the point of deviation from the baseline. Furthermore, the invention monitors the content and context of transactions and service functions to determine a class of application problems, and operation faults, *i.e.* bugs that are not considered as performance and availability problems.



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